



DETROIT
**Water & Sewerage
Department**

Water Board Building
735 Randolph Street
Detroit, MI 48226

Customer Service
Phone: 313-267-8000
www.detroitmi.gov/dwsd

TO: Debra Martin

CC: Honorable Board of Water Commissioners

FROM: Kimberly Crowell, Customer Service Manager

DATE: 9/30/21

RE: High Water Bill (12257 Ilene St – 460-2757.300)

The Detroit Water and Sewerage Department (DWSD) would like to thank you for submitting a comment to voice your concerns about your water account. We appreciate your feedback and look forward to assisting you with resolving any concerns that you may have.

After reviewing your account, the high usage billed from March 10, 2021 to April 1, 2021. A copy of the AMR Daily Consumption Report was sent to your email address on September 24, 2021, along with instructions on how to read the report. This report contains raw data which we use to bill your account. A new meter was installed at the premise on September 17, 2021 and the removed meter was tested on September 21, 2021. The results of the removed meter revealed an average of 80% accurate which is below the standard AWWA (American Water Works Association) requirements for meter testing. This means that only 80% of the water used was recorded on the meter. Based upon this information, the account is correct as billed. However, as a courtesy, a leak credit adjustment in the amount of \$291.00 was applied to the April 13, 2021 invoice.

Currently, you have an outstanding balance due in the amount of \$680.95. If you like, you can enter into a payment plan agreement by paying 10% of the outstanding balance which is \$68.10 as the down payment and the rest of the balance will be broken up into a 12-month installment agreement. While in an installment agreement, you will have to pay the current amount due in addition to the installment agreement amount. Let me know if you are interested in this option to resolve the balance on the account.

Your feedback is greatly appreciated, thank you for being a valued DWSD customer.

Respectfully,

Kimberly Crowell

Kimberly Crowell, Customer Service Manager